

From: [Sunset Advisory Commission](#)
To: [Janet Wood](#)
Subject: FW: Public Input Form for Agencies Under Review (Public/After Publication)
Date: Monday, April 09, 2018 2:02:10 PM

-----Original Message-----

From: sundrupal@capitol.local [<mailto:sundrupal@capitol.local>]
Sent: Monday, April 09, 2018 1:12 PM
To: Sunset Advisory Commission
Subject: Public Input Form for Agencies Under Review (Public/After Publication)

Agency: TEXAS STATE BOARD EXAMINERS PROFESSIONAL COUNSELORS

First Name: Kellen

Last Name: Von Houser

Title: LPC-S

Organization you are affiliated with: Waterloo Counseling

Email: kellenv@waterloocounseling.org

City: Austin

State: Texas

Your Comments About the Staff Report, Including Recommendations Supported or Opposed: Since my board was placed under DSHS and HHSC it is no longer functioning. I cannot get anyone on the phone. I have been trying since October, 2017. I have waited up to 72 minutes on hold with no response. When I finally resorted to calling my Texas representative, they were able to get someone on the phone. This person advised me they were hiring more "admins" to answer the phones and file paperwork. When I asked if there were licensed staff there I was told no. When I raised an ethics issue which I needed guidance on I was flippantly told they do not give legal advice and I should contact my attorney. My attorney was the one who advised I call the board and get a ruling. In the past, I have always been able to do this. The LPC board was accessible and fully functional. However, the people at HHSC do not seem to understand that a licensing board doesn't just process forms. It has the very important obligation to the public and the professional to answer questions regarding rules and regulations. I am a supervisor of LPCs, LCSWs, and LMFTs. I need for these three boards to be accessible and fully functional.

Any Alternative or New Recommendations on This Agency:

1. Please educate the new staff at the HHSC as to the all the functions of a professional licensing board.
2. Please staff this board with licensed professionals in addition to admins, professionals who can respond to queries from therapists.

My Comment Will Be Made Public: I agree